



**FOR IMMEDIATE RELEASE**

**Alfa Wassermann Diagnostic Technologies Receives Award For  
Delivering ‘World-Class’ Customer Service**

*18-Time Recipient of CRMI's Prestigious NorthFace ScoreBoard Award<sup>SM</sup>*

**WEST CALDWELL, NJ – July 13, 2020** – Alfa Wassermann Diagnostic Technologies, LLC (AWDT) announced today that it has received the NorthFace ScoreBoard Award<sup>SM</sup> from [Customer Relationship Management Institute, LLC \(CRMI\)](#) in recognition of achieving excellence in customer service and support in 2019. Since 2000, the award has been presented annually to companies who, as rated solely by their own customers, exceeded expectations in customer satisfaction during the prior calendar year, resulting in a 4.0 or above out of a possible 5-point scale. CRMI is an expert in customer experience management (CEM) strategy and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality. Each year, thousands of companies both domestic and international are invited to apply for the NFSB Award in such categories as technical support, field service, customer service, professional services, account management, and other customer facing groups.

Alfa Wassermann Diagnostic Technologies Chief Executive Officer and President, Peter J. Napoli, is honored to accept the NorthFace ScoreBoard Award for the 18<sup>th</sup> consecutive year, stating, “I am pleased to recognize our outstanding Sales and Service teams who are long-time experts in achieving customer satisfaction. We pride ourselves on delivering exceptional customer service from the initial meeting and continuing that same level of satisfaction every day. We understand how important it is to resolve any issues in a timely manner, so it is a pleasure to see our teams’ hard work and effort be recognized and rewarded with the NorthFace ScoreBoard Award.”

**About Alfa Wassermann Diagnostic Technologies, LLC**

Alfa Wassermann Diagnostic Technologies, LLC is a leading provider of medical diagnostic instrumentation and reagents to the physician office, veterinary lab, and biopharmaceutical markets. Alfa Wassermann’s diagnostic technology products include the ACE Alera<sup>®</sup>, ACE Axcel<sup>®</sup>, and Vet Axcel<sup>®</sup> clinical chemistry analyzers that are sold around the world to physicians, veterinarians, research laboratories, and other such medical facilities, including many of the leading pharmaceutical companies, academic institutions, and animal conservatories.

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